

# Enterprise Incident Report August 2012

As of 9/4/2012

## Community and Culture

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Community and Culture	Application Services	Dustin Crump	1 0	0 0	0 0	1 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	1 0	1 1	0 0	2 1
	Application Support	Yong No	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Campus Networking	Brenda Hulphers	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Help Desk	Brenda Treadway	0 0	1 1	0 0	1 1
		Eileen Dubach	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	2 2	0 0	2 2
		Vicky Marrelli	0 0	1 1	0 0	1 1

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			High	Low	Medium	FCR Total
Community and Culture	Help Desk	<b>Assigned to Individual Total</b>	0	5	0	5
			0	5	0	5
	Metro A Desktop Support	Burton Brown	0	2	0	2
			0	0	0	0
		Eric Sedgwick	1	5	0	6
			1	2	0	3
		Kraig Ellis	0	9	0	9
			0	2	0	2
		Michael Barth	0	5	0	5
			0	1	0	1
		Robert Wall	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	1	22	0	23
			1	5	0	6
	Metro A Help Desk	Ed Conrad	0	9	0	9
			0	9	0	9
		Edward Fortner	0	6	0	6
			0	6	0	6
	Metro A Help Desk	Liz Evans	0	5	0	5
			0	5	0	5
		<b>Assigned to Individual Total</b>	0	20	0	20
			0	20	0	20
	Metro A Hosting	Keith Scholl	1	0	0	1
			0	0	0	0
		Timothy Gendorf	0	1	0	1
			0	0	0	0
	Metro A Hosting	Tom Carney	1	0	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Community and Culture	Metro A Hosting	<b>Assigned to Individual Total</b>	2	1	0	3
			0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	2	0	2
			0	0	0	0
		Jay Locker	0	4	0	4
			0	0	0	0
		Matthew Blunk	0	2	0	2
			0	0	0	0
		Mike Wilde	0	1	0	1
			0	1	0	1
		Stephanie Young	0	2	0	2
			0	0	0	0
		Tyler Pearce	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	12	0	12
			0	2	0	2
	Metro B Help Desk	Gary Graham	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Metro C Help Desk	Ross Owen	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Network Operations	Brian Chatwin	0	1	0	1
			0	0	0	0
		Jeff Reed	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Community and Culture	Network Operations	Assigned to Individual Total	0 0	2 0	0 0	2 0
		Voice Operations	Gail Christiansen	0 0	1 0	0 0
	Romanza Hamblin Sorensen		0 0	3 1	1 0	4 1
	Assigned to Individual Total		0 0	4 1	1 0	5 1
	Assigned Group Total		4 1	72 36	1 0	77 37
	Customer Company Total			4 1	72 36	1 0

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## Community and Culture

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Community and Culture	Application Services	Dustin Crump	1 0	0 0	0 0	1 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0
	Application Support	Yong No	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Campus Networking	Brenda Hulphers	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Help Desk	Brenda Treadway	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	1 0	0 0	1 0

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## Community and Culture

			High	Low	Medium	MIR Total
Community and Culture	Help Desk	<b>Assigned to Individual Total</b>	0	5	0	5
			0	0	0	0
	Metro A Desktop Support	Burton Brown	0	2	0	2
			0	0	0	0
		Eric Sedgwick	1	5	0	6
			0	0	0	0
		Kraig Ellis	0	9	0	9
			0	0	0	0
		Michael Barth	0	5	0	5
			0	0	0	0
		Robert Wall	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	1	22	0	23
			0	0	0	0
	Metro A Help Desk	Ed Conrad	0	9	0	9
			0	0	0	0
		Edward Fortner	0	6	0	6
			0	0	0	0
	Metro A Hosting	Liz Evans	0	5	0	5
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	20	0	20
			0	0	0	0
	Metro A Hosting	Keith Scholl	1	0	0	1
			0	0	0	0
		Timothy Gendorf	0	1	0	1
			0	0	0	0
	Metro A Hosting	Tom Carney	1	0	0	1
			0	0	0	0

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## Community and Culture

			High	Low	Medium	MIR Total
Community and Culture	Metro A Hosting	<b>Assigned to Individual Total</b>	2	1	0	3
			0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	2	0	2
			0	0	0	0
		Jay Locker	0	4	0	4
			0	0	0	0
		Matthew Blunk	0	2	0	2
			0	0	0	0
		Mike Wilde	0	1	0	1
			0	0	0	0
		Stephanie Young	0	2	0	2
			0	0	0	0
		Tyler Pearce	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	12	0	12
			0	0	0	0
	Metro B Help Desk	Gary Graham	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Metro C Help Desk	Ross Owen	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Network Operations	Brian Chatwin	0	1	0	1
			0	1	0	1
		Jeff Reed	0	1	0	1
			0	0	0	0

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## Community and Culture

			High	Low	Medium	MIR Total
Community and Culture	Network Operations	Assigned to Individual Total	0 0	2 1	0 0	2 1
		Voice Operations	Gail Christiansen	0 0	1 0	0 0
	Romanza Hamblin Sorensen		0 0	3 0	1 0	4 0
	Assigned to Individual Total		0 0	4 0	1 0	5 0
	Assigned Group Total		4 0	72 3	1 0	77 3
	Customer Company Total		4 0	72 3	1 0	77 3



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## Community and Culture

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Community and Culture	Application Services	Dustin Crump	1 0.00	0 0.00	0 0.00	1 0.00
		Martin Gonzalez	0 0.00	1 0.11	0 0.00	1 0.11
		<b>Assigned to Individual Total</b>	1 0.00	1 0.11	0 0.00	2 0.06
	Application Support	Yong No	0 0.00	1 0.99	0 0.00	1 0.99
		<b>Assigned to Individual Total</b>	0 0.00	1 0.99	0 0.00	1 0.99
	Campus Networking	Brenda Hulphers	0 0.00	2 5.53	0 0.00	2 5.53
		<b>Assigned to Individual Total</b>	0 0.00	2 5.53	0 0.00	2 5.53
	Help Desk	Brenda Treadway	0 0.00	1 0.00	0 0.00	1 0.00
		Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	2 0.16	0 0.00	2 0.16
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00

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## Community and Culture

			High	Low	Medium	ATTIR Total
Community and Culture	Help Desk	<b>Assigned to Individual Total</b>	0 0.00	5 0.06	0 0.00	5 0.06
	Metro A Desktop Support	Burton Brown	0 0.00	2 0.00	0 0.00	2 0.00
		Eric Sedgwick	1 0.00	5 0.13	0 0.00	6 0.11
		Kraig Ellis	0 0.00	9 0.06	0 0.00	9 0.06
		Michael Barth	0 0.00	5 0.02	0 0.00	5 0.02
		Robert Wall	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	1 0.00	22 0.06	0 0.00	23 0.06
	Metro A Help Desk	Ed Conrad	0 0.00	9 0.00	0 0.00	9 0.00
		Edward Fortner	0 0.00	6 0.01	0 0.00	6 0.01
		Liz Evans	0 0.00	5 0.07	0 0.00	5 0.07
		<b>Assigned to Individual Total</b>	0 0.00	20 0.02	0 0.00	20 0.02
	Metro A Hosting	Keith Scholl	1 0.08	0 0.00	0 0.00	1 0.08
		Timothy Gendorf	0 0.00	1 0.45	0 0.00	1 0.45
		Tom Carney	1 0.40	0 0.00	0 0.00	1 0.40

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## Community and Culture

			High	Low	Medium	ATTIR Total
Community and Culture	Metro A Hosting	Assigned to Individual Total	2 0.24	1 0.45	0 0.00	3 0.31
	Metro B Desktop Support	Anthony Booyse	0 0.00	2 0.03	0 0.00	2 0.03
		Jay Locker	0 0.00	4 0.00	0 0.00	4 0.00
		Matthew Blunk	0 0.00	2 0.06	0 0.00	2 0.06
		Mike Wilde	0 0.00	1 0.00	0 0.00	1 0.00
		Stephanie Young	0 0.00	2 0.08	0 0.00	2 0.08
		Tyler Pearce	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	12 0.03	0 0.00	12 0.03
	Metro B Help Desk	Gary Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Brian Chatwin	0 0.00	1 1.31	0 0.00	1 1.31
		Jeff Reed	0 0.00	1 0.44	0 0.00	1 0.44

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## Community and Culture

			High	Low	Medium	ATTIR Total
Community and Culture	Network Operations	Assigned to Individual Total	0 0.00	2 0.88	0 0.00	2 0.88
	Voice Operations	Gail Christiansen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	3 0.19	1 0.08	4 0.16
		Assigned to Individual Total	0 0.00	4 0.14	1 0.08	5 0.13
	Assigned Group Total		4 0.12	72 0.24	1 0.08	77 0.23
Customer Company Total			4 0.12	72 0.24	1 0.08	77 0.23

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## Community and Culture

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Community and Culture	Application Services	Dustin Crump	1 0	0 0	0 0	1 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0	0 0	2 0
	Application Support	Yong No	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Campus Networking	Brenda Hulphers	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Help Desk	Brenda Treadway	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	1 0	0 0	1 0

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			High	Low	Medium	MR Total
Community and Culture	Help Desk	<b>Assigned to Individual Total</b>	0	5	0	5
			0	0	0	0
	Metro A Desktop Support	Burton Brown	0	2	0	2
			0	0	0	0
		Eric Sedgwick	1	5	0	6
			0	0	0	0
		Kraig Ellis	0	9	0	9
			0	0	0	0
		Michael Barth	0	5	0	5
			0	0	0	0
		Robert Wall	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	1	22	0	23
			0	0	0	0
	Metro A Help Desk	Ed Conrad	0	9	0	9
			0	0	0	0
		Edward Fortner	0	6	0	6
			0	0	0	0
	Metro A Hosting	Liz Evans	0	5	0	5
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	20	0	20
			0	0	0	0
	Metro A Hosting	Keith Scholl	1	0	0	1
			0	0	0	0
		Timothy Gendorf	0	1	0	1
			0	0	0	0
	Metro A Hosting	Tom Carney	1	0	0	1
			0	0	0	0

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			High	Low	Medium	MR Total
Community and Culture	Metro A Hosting	Assigned to Individual Total	2 0	1 0	0 0	3 0
	Metro B Desktop Support	Anthony Booyse	0 0	2 0	0 0	2 0
		Jay Locker	0 0	4 0	0 0	4 0
		Matthew Blunk	0 0	2 0	0 0	2 0
		Mike Wilde	0 0	1 0	0 0	1 0
		Stephanie Young	0 0	2 0	0 0	2 0
		Tyler Pearce	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	12 0	0 0	12 0
	Metro B Help Desk	Gary Graham	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Jeff Reed	0 0	1 0	0 0	1 0

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			High	Low	Medium	MR Total
Community and Culture	Network Operations	Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	3 0	1 0	4 0
		Assigned to Individual Total	0 0	4 0	1 0	5 0
	Assigned Group Total		4 0	72 0	1 0	77 0
Customer Company Total			4 0	72 0	1 0	77 0



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## Community and Culture

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Community and Culture	Application Services	Dustin Crump	1 0.65	0 0.00	0 0.00	1 0.65
		Martin Gonzalez	0 0.00	1 4.33	0 0.00	1 4.33
		<b>Assigned to Individual Total</b>	1 0.65	1 4.33	0 0.00	2 2.49
	Application Support	Yong No	0 0.00	1 1.57	0 0.00	1 1.57
		<b>Assigned to Individual Total</b>	0 0.00	1 1.57	0 0.00	1 1.57
	Campus Networking	Brenda Hulphers	0 0.00	2 5.53	0 0.00	2 5.53
		<b>Assigned to Individual Total</b>	0 0.00	2 5.53	0 0.00	2 5.53
	Help Desk	Brenda Treadway	0 0.00	1 0.00	0 0.00	1 0.00
		Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	2 0.35	0 0.00	2 0.35
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00

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			High	Low	Medium	ATTR Total
Community and Culture	Help Desk	<b>Assigned to Individual Total</b>	0	5	0	5
			0.00	0.14	0.00	0.14
	Metro A Desktop Support	Burton Brown	0	2	0	2
			0.00	0.02	0.00	0.02
		Eric Sedgwick	1	5	0	6
			0.00	0.26	0.00	0.22
		Kraig Ellis	0	9	0	9
			0.00	0.25	0.00	0.25
		Michael Barth	0	5	0	5
			0.00	0.02	0.00	0.02
		Robert Wall	0	1	0	1
			0.00	0.64	0.00	0.64
		<b>Assigned to Individual Total</b>	1	22	0	23
			0.00	0.20	0.00	0.19
	Metro A Help Desk	Ed Conrad	0	9	0	9
			0.00	0.20	0.00	0.20
		Edward Fortner	0	6	0	6
			0.00	0.28	0.00	0.28
	Metro A Hosting	Liz Evans	0	5	0	5
			0.00	0.27	0.00	0.27
		<b>Assigned to Individual Total</b>	0	20	0	20
			0.00	0.24	0.00	0.24
	Metro A Hosting	Keith Scholl	1	0	0	1
			0.60	0.00	0.00	0.60
		Timothy Gendorf	0	1	0	1
			0.00	0.45	0.00	0.45
	Metro A Hosting	Tom Carney	1	0	0	1
			1.11	0.00	0.00	1.11

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			High	Low	Medium	ATTR Total
Community and Culture	Metro A Hosting	<b>Assigned to Individual Total</b>	2 0.86	1 0.45	0 0.00	3 0.72
	Metro B Desktop Support	Anthony Booyse	0 0.00	2 2.37	0 0.00	2 2.37
		Jay Locker	0 0.00	4 0.51	0 0.00	4 0.51
		Matthew Blunk	0 0.00	2 0.33	0 0.00	2 0.33
		Mike Wilde	0 0.00	1 0.27	0 0.00	1 0.27
		Stephanie Young	0 0.00	2 0.35	0 0.00	2 0.35
		Tyler Pearce	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	12 0.70	0 0.00	12 0.70
	Metro B Help Desk	Gary Graham	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Brian Chatwin	0 0.00	1 4.67	0 0.00	1 4.67
		Jeff Reed	0 0.00	1 0.80	0 0.00	1 0.80

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			High	Low	Medium	ATTR Total
Community and Culture	Network Operations	Assigned to Individual Total	0 0.00	2 2.73	0 0.00	2 2.73
	Voice Operations	Gail Christiansen	0 0.00	1 0.07	0 0.00	1 0.07
		Romanza Hamblin Sorensen	0 0.00	3 0.86	1 0.32	4 0.73
		Assigned to Individual Total	0 0.00	4 0.66	1 0.32	5 0.59
	Assigned Group Total		4 0.59	72 0.61	1 0.32	77 0.60
Customer Company Total			4 0.59	72 0.61	1 0.32	77 0.60

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## Detail

<b>INC000000527756</b>	Jeffery Fullmer	Network	Performance	None		TIR Missed: Yes	1.31
	Network Operations	Brian Chatwin	Community and Culture	Low	Closed	TTR Missed: No	4.67
<b>INC000000555643</b>	Craig Neilson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Community and Culture	Low	Closed	TTR Missed: No	0.11
<b>INC000000555977</b>	Sarah Pitkin	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Community and Culture	Low	Closed	TTR Missed: No	0.00
<b>INC000000556242</b>	Lloyd Pendleton	Application	None	PGP		TIR Missed: No	0.26
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.83
<b>INC000000556255</b>	George Schoemaker	Application	None	Postini		TIR Missed: No	0.11
	Application Services	Martin Gonzalez	Community and Culture	Low	Closed	TTR Missed: No	4.33
<b>INC000000556360</b>	Matthew Turner	EIS Hardware	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Community and Culture	Low	Closed	TTR Missed: No	0.00
<b>INC000000556471</b>	Gayle Gardner	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Eric Sedgwick	Community and Culture	Low	Closed	TTR Missed: No	0.47
<b>INC000000556706</b>	Lani Nisbet	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Community and Culture	Low	Closed	TTR Missed: No	0.64
<b>INC000000556736</b>	Felicia Baca	Application	None	Adobe Creative Suite		TIR Missed: No	0.09
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.09
<b>INC000000556951</b>	Man Diep	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Community and Culture	Low	Closed	TTR Missed: No	0.00
<b>INC000000556966</b>	Kathy Kirtz	None	None	None		TIR Missed: No	0.45
	Metro A Hosting	Timothy Gendorf	Community and Culture	Low	Closed	TTR Missed: No	0.45
<b>INC000000557030</b>	Doug Misner	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.02
<b>INC000000557033</b>	Greg Walz	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.01
<b>INC000000557085</b>	Nelson Knight	None	None	None		TIR Missed: No	0.44
	Network Operations	Jeff Reed	Community and Culture	Low	Closed	TTR Missed: No	0.80
<b>INC000000557109</b>	David Pace	PC/Laptop	Error	None		TIR Missed: No	0.04
	Metro A Help Desk	Edward Fortner	Community and Culture	Low	Closed	TTR Missed: No	0.45
<b>INC000000557251</b>	Lisa F Nelson	PC/Laptop	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Closed	TTR Missed: No	0.12

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## Community and Culture

<b>INC000000557610</b>	Kristen Jensen Metro A Help Desk	PC/Laptop Ed Conrad	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.19
<b>INC000000557616</b>	Lisa F Nelson Metro A Hosting	None Keith Scholl	None Community and Culture	Apache Tomcat High	Closed	TIR Missed: No TTR Missed: No	0.08 0.60
<b>INC000000557736</b>	Lisa F Nelson Campus Networking	Network Brenda Hulphers	None Community and Culture	McAfee Firewall Low	Closed	TIR Missed: Yes TTR Missed: No	5.61 5.61
<b>INC000000557803</b>	Lisa F Nelson Campus Networking	None Brenda Hulphers	None Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	5.45 5.45
<b>INC000000558051</b>	Ray Matthews Metro B Desktop Support	PC/Laptop Stephanie Young	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.16
<b>INC000000558280</b>	Tracy Healey Metro B Desktop Support	None Jay Locker	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000558505</b>	Janice Reed-Campbell Metro A Help Desk	Network Ed Conrad	Error Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.06
<b>INC000000558589</b>	Juan Lee Metro B Desktop Support	Application Jay Locker	None Community and Culture	Microsoft Office Professional 20 Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.16
<b>INC000000558705</b>	Kathy Kirtz Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000559224</b>	Britton Lund Metro B Desktop Support	Application Anthony Booyse	Error Community and Culture	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.69
<b>INC000000559264</b>	Ray Matthews Metro B Desktop Support	Network Jay Locker	Error Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.37
<b>INC000000559537</b>	Jason Bowcutt Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.17
<b>INC000000560001</b>	Greg Walz Help Desk	Network Brenda Treadway	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000560123</b>	David Pace Metro A Help Desk	Application Liz Evans	Error Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.22 0.56
<b>INC000000560126</b>	Maryellen Martinez Metro B Desktop Support	Application Jay Locker	Error Community and Culture	Adobe Contribute Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.52
<b>INC000000560209</b>	David Pace Help Desk	Application Vicky Marrelli	Error Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000560723</b>	Beverly Bronson Metro A Help Desk	Network Liz Evans	Performance Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Community and Culture

<b>INC000000560826</b>	Matt McClain	Application	None	Microsoft Office		TIR Missed: No	0.00
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Closed	TTR Missed: No	0.53
<b>INC000000560940</b>	Beverly Bronson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.78
<b>INC000000561008</b>	David Pace	Application	Error	Adobe Acrobat		TIR Missed: No	0.15
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.15
<b>INC000000561648</b>	Lynette Lloyd	Network	Performance	Novell eDirectory		TIR Missed: No	0.32
	Help Desk	Julie VanBeekum	Community and Culture	Low	Closed	TTR Missed: No	0.70
<b>INC000000561655</b>	Londi Rowley	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Community and Culture	Low	Closed	TTR Missed: No	0.00
<b>INC000000561679</b>	Kathy Kirtz	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.12
<b>INC000000562210</b>	Britton Lund	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
<b>INC000000562368</b>	Laura Durham	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.18
<b>INC000000562619</b>	Julie A Fisher	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Community and Culture	Low	Closed	TTR Missed: No	0.00
<b>INC000000563165</b>	Ronald Van Harten	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Anthony Booyse	Community and Culture	Low	Closed	TTR Missed: No	1.04
<b>INC000000563546</b>	Kathy Kirtz	Telecom	Call/Receive	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Medium	Closed	TTR Missed: No	0.32
<b>INC000000563683</b>	Samantha Lopez	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Community and Culture	Low	Closed	TTR Missed: No	0.00
<b>INC000000564133</b>	Vicki Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.27
<b>INC000000564288</b>	Kathy Kirtz	Telecom	Dial Tone	Telephone		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Community and Culture	Low	Closed	TTR Missed: No	0.07
<b>INC000000564349</b>	Fletcher Booth	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.19
<b>INC000000564495</b>	Lynnette Hiskey	Telecom	Voice Mail	Telephone		TIR Missed: No	0.32
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low	Closed	TTR Missed: No	2.20
<b>INC000000564514</b>	Kathy Kirtz	Application	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.04

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## Community and Culture

<b>INC000000564859</b>	Kathy Kirtz	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Closed	TTR Missed: No	0.00
<b>INC000000565030</b>	David Pace	PC/Laptop	Hardware	None	TIR Missed: No	0.10
	Metro A Desktop Support	Eric Sedgwick	Community and Culture	Low Closed	TTR Missed: No	0.13
<b>INC000000565087</b>	Emily Johnson	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Closed	TTR Missed: No	0.09
<b>INC000000565105</b>	Kathy Kirtz	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Community and Culture	Low Closed	TTR Missed: No	0.75
<b>INC000000565160</b>	Kathy Kirtz	Network	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low Closed	TTR Missed: No	0.00
<b>INC000000565206</b>	Janice Reed-Campbell	Network	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Community and Culture	Low Resolved	TTR Missed: No	0.33
<b>INC000000565426</b>	Debbie Reese	Application	Error	Microsoft Excel	TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Community and Culture	Low Resolved	TTR Missed: No	0.54
<b>INC000000565445</b>	Kathy Kirtz	None	None	None	TIR Missed: No	0.29
	Metro A Desktop Support	Eric Sedgwick	Community and Culture	Low Resolved	TTR Missed: No	0.29
<b>INC000000566674</b>	Sarah Pitkin	None	None	None	TIR Missed: No	0.99
	Application Support	Yong No	Community and Culture	Low Closed	TTR Missed: No	1.57
<b>INC000000567565</b>	Claudia Nakano	PC/Laptop	Error	Ipads	TIR Missed: No	0.00
	Application Services	Dustin Crump	Community and Culture	High Resolved	TTR Missed: No	0.65
<b>INC000000567630</b>	Dena Budinger	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Community and Culture	Low Resolved	TTR Missed: No	0.38
<b>INC000000568135</b>	Vince Silas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low Resolved	TTR Missed: No	0.22
<b>INC000000568244</b>	Sharon Odekirk	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Resolved	TTR Missed: No	0.00
<b>INC000000568992</b>	Rebecca Steed	Application	Error	Microsoft Word	TIR Missed: No	0.08
	Metro A Desktop Support	Michael Barth	Community and Culture	Low Resolved	TTR Missed: No	0.08
<b>INC000000569068</b>	Michele Elnicky	PC/Laptop	Performance	None	TIR Missed: No	0.11
	Metro A Desktop Support	Eric Sedgwick	Community and Culture	Low Resolved	TTR Missed: No	0.11
<b>INC000000569629</b>	Arie Leeflang	Telecom	Hardware	Telephone	TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low Resolved	TTR Missed: No	0.21
<b>INC000000570505</b>	Jeri Openshaw	Application	None	Adobe Acrobat	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Resolved	TTR Missed: No	0.48



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## Community and Culture

<b>INC000000570583</b>	Lisa Buckmiller	PC/Laptop	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	0.05
<b>INC000000570614</b>	Kelly K Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Community and Culture	Low	Resolved	TTR Missed: No	0.00
<b>INC000000570749</b>	Lisa Buckmiller	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	0.00
<b>INC000000570805</b>	Lisa Buckmiller	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	0.00
<b>INC000000571317</b>	Wendi Hassan	Application	Reporting	None		TIR Missed: No	0.12
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.56
<b>INC000000571583</b>	Heidi Orchard	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	0.00
<b>INC000000571811</b>	Julie Iosefa	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	0.02
<b>INC000000571830</b>	Michael X Hansen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Community and Culture	High	Resolved	TTR Missed: No	0.00
<b>INC000000571954</b>	Kristen Rogers-Iversen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	0.84
<b>INC000000572007</b>	Karma Clevenger	None	None	None		TIR Missed: No	0.40
	Metro A Hosting	Tom Carney	Community and Culture	High	Resolved	TTR Missed: No	1.11